

Common Questions and Answers

1. Why is another area code needed?
 - Whole prefixes are running out in the existing 310 area code. Once an area code no longer has any whole prefixes, it is considered to be at exhaust. The available telephone numbers in the 310 area code are limited and cannot support the needed demand for telephone numbers.
2. Why was the area code overlay chosen instead of the area code split?
 - Traditionally, area codes have been split to provide more prefixes for the telecommunications industry and its customers, creating smaller geographic areas. As geographic areas become smaller, it becomes more difficult to subdivide an area code any further without separating close-knit communities of interest or cities. The California Public Utilities Commission (CPUC) determined that the 310 area code had reached that point, thus choosing the area code overlay instead of the area code split.
3. What is an area code overlay?
 - An area code overlay is a form of area code change that adds area code(s) to the same geographic region. In this case, the 424 area code is being added to the same geographic region of the 310 area code. Therefore, multiple area codes co-exist within the same geographic region. People with telephone numbers with the 310 area code will retain their current telephone number(s) and area code. People who would like to have new or additional telephone numbers or telecommunications services may be given telephone numbers with the 424 area code.
4. Will I have to change my telephone number or area code?
 - No. Area code overlays allow people to retain their current telephone number(s) and area code.
5. When will telephone numbers with the new 424 area code be available?
 - Telephone numbers with the new 424 area code will be available starting **August 26, 2006**.
6. Will this area code overlay alter how I dial my calls, i.e. dialing procedure?
 - Yes. People must dial the **area code + telephone number** for all calls. Even if you are calling your next door neighbor, you must dial the area code + telephone number.
 - The Federal Communications Commission (FCC) requires dialing the area code + telephone number for all calls where an area code overlay exists. The FCC believes that this would maximize numbering resource optimization, minimize anti-competitive effects due to dialing disparities, and avoid customer confusion.
7. Why do I have to **dial a “1”** before the area code and telephone number?
 - The North American Numbering Plan Administrator no longer assigns new area codes that have a zero or one in the middle digit. This was the indicator that allowed the switching network to identify an area code. Since the new area codes look similar to prefixes, the telecommunications service providers operating in California decided to use the “1” to identify that the following three digits dialed represent the area code and not the prefix.

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8. Who will need to dial the new dialing procedure?
 - Calls from a **landline phone** with telephone numbers with the 310 and 424 area codes will need to dial “1” + area code + telephone number for all calls.
 - Calls from a **cellular or mobile phone may dial** just the area code + telephone number **or** “1” + area code + telephone number.
9. Will calls to a telephone number with the 310 area code from a telephone number with the 310 area code have to dial “1” + area code + telephone number?
 - Yes, if the call is from a landline phone.
 - If the call is from a **cellular or mobile phone, one may dial** just the area code + telephone number **or** “1” + area code + telephone number.
10. Will calls to a telephone number with the 424 area code from a telephone number with the 424 area code have to dial “1” + area code + telephone number?
 - Yes, if the call is from a landline phone.
 - If the call is from a **cellular or mobile phone, one may dial** just the area code + telephone number **or** “1” + area code + telephone number.
11. Will calls to a telephone number with the 310 area code from a telephone number with the 424 area code and vice-versa have to dial “1” + area code + telephone number?
 - Yes, if the call is from a landline phone.
 - If the call is from a **cellular or mobile phone, one may dial** just the area code + telephone number **or** “1” + area code + telephone number.
12. Will calls from a telephone number with the 310 or 424 area code to a telephone number with a different area code have to dial “1” + area code + telephone number?
 - Yes, if the call is from a landline phone.
 - If the call is from a **cellular or mobile phone, one may dial** just the area code + telephone number **or** “1” + area code + telephone number.
13. When will the new dialing procedure begin?
 - Starting **December 31, 2005**, people **may use** the new dialing procedure. If people forget and use the old dialing procedure, calls will still be completed.
 - Starting **July 26, 2006**, people **must use** the new dialing procedure. If people forget and use the old dialing procedure, **calls will not be completed**, and a recording will instruct them to hang up and redial.
14. What happens if the wrong number of digits is dialed for a call?
 - If the wrong number of digits is dialed, a recording will instruct the caller to hang up and redial using the new dialing procedure.
15. Will there be a change in how I dial **emergency calls to 9-1-1**?
 - No. People can still just **dial only three digits to reach 9-1-1**. No additional digits will be required to make emergency calls. People can make emergency calls the same way they do so today.

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16. Will there be a change in how I dial other N-1-1 phone numbers?

- No. People can still just dial only three digits to call N-1-1 phone numbers such as 211, 311, 411, 511, 611, and 711.

17. How will dialing the area code + telephone number impact customer directory listings?

- The telecommunications industry will be updating the directory listings in the white pages for all affected communities to identify the associated area code of a telephone number. Individual customers are responsible for any changes to listings appearing in other directories. Each customer is responsible for telephone numbers appearing in any display advertising.

18. What can individuals do to prepare for the area code overlay and new dialing procedure?

- Contact security or alarm vendors to update dial-up numbers to avoid a break in security routines and contacts.
- Reprogram equipment or features, i.e. automatic dial, speed-dial, call forwarding, modems for computer or internet dial-up access, etc. programmed to dial seven digits to dial “1” + area code + telephone number.
- Update items like stationary, checks, etc. to include your area code + telephone number.
- Start thinking of dialing the area code + telephone number for all calls.
- Teach families, friends, etc. to dial the area code + telephone number for all calls.
- Give your area code + telephone number, not just the telephone number, as needed.
- When asking for someone else’s number, remember to ask for the area code too
- Remember that the 310 and 424 area codes co-exist within the same geographic region.

19. What can businesses do to prepare for the area code overlay and new dialing procedure?

- Between December 31, 2005 and July 25, 2006, businesses with telephone numbers with the 310 area code should do the following:
 - Notify alarm service providers of all appropriate area code + telephone number(s) so alarm service records and equipment can be updated as needed.
 - Ensure security door and gate systems are reprogrammed to dial “1” + area code + telephone number.
 - Reprogram any call-forwarding, automatic-dial or speed-dial features to dial “1” + area code + telephone number.
 - Test telephone equipment to determine if it can dial and receive “1” + area code + telephone number. Questions regarding changes in telephone equipment should be directed to telephone equipment vendors.
 - Start thinking of dialing the area code + telephone number for all calls.
 - Update items like stationary, checks, business cards, advertisements, promotional items, brochures, internet web pages, catalogs, etc. to include your area code + telephone number.
 - Teach employees, coworkers, customers, etc. to dial the area code + telephone number for all calls.
 - Give your area code + telephone number, not just the telephone number, as needed.
 - When asking for someone else’s number, remember to also ask for the area code.
 - Remember that the 310 and 424 area codes co-exist within the same geographic region.

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20. Do cellular telephones and other wireless communication devices need to be reprogrammed for dialing “1” + area code + telephone number?
- Customers may need to re-enter telephone numbers to include the area code.
21. How can businesses be affected by the new 424 area code?
- Between December 31, 2005 and July 25, 2006, businesses with telephone numbers with the 424 area code should do the following:
 - Verify with your telephone equipment vendors to ensure that all special communications equipment, electronic telephone sets, auto-dial or multi-line key systems can dial “1” + area code + telephone number. Some private phone systems like Private Branch Exchanges (PBXs) may require modifications or upgrades to dial or accept “1” + area code + telephone number. If modifications or upgrades occur after July 25, 2006, there **may be interruptions** in equipment service and performance.
 - On November 30, 2005, a special test number will be established to enable businesses to verify that their equipment can complete calls to the new area code. A recorded announcement will be heard. This is a **free call**. The **test number is (424) 424-0424**. It will remain active through September 26, 2006.
22. Who is responsible for costs incurred to update customer phone equipments or features, if necessary?
- Individual consumers are responsible for the costs incurred to update or reprogram their customer phone equipment or features.
23. What will not change due to the area code overlay?
- Cost of calls
 - Local calling areas
 - Telephone number including area code
 - Three digit calling to 911, 211, 311, 411, 511, 611, and 711
24. Will the cost of a call differ because of dialing “1” + area code + telephone number?
- No.
25. Will calls between a telephone number with the 424 area code and a telephone number with the 310 area code be considered long-distance?
- Calls that were local before the area code overlay will remain local calls. The distance, time of day, and length of a call determine the price of a call.
26. If I dial a “0” before the area code + telephone number, will there be special charges for that call?
- It is possible for there to be special charges if one dials a “0” before the area code + telephone number. There may be special operator-assisted rates or credit card rates for this type of a call. It depends on your telecommunications service provider. Check with your telecommunications service provider for additional information.
27. Who gets the telephone numbers with the 424 area code?
- Anyone can get a telephone number with the 424 area code starting August 26, 2006.

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28. Will all telephone numbers assigned starting August 26, 2006 have the 424 area code?
- No. Telephone numbers with the 310 area code may still be available. Check with your preferred telecommunications service provider for availability.
29. Once telephone numbers with the 424 area code are available, what happens if someone dials the wrong area code when trying to place a call?
- People will not reach the person or business they are trying to call if they dial the wrong area code. It is possible to reach a wrong number or hear an announcement indicating that the number dialed is not in service. Therefore, it is important to know and dial the correct area code + telephone number of the person or business you are trying to reach.
30. How will I know whether the telephone number begins with a 310 or 424 area code?
- Service providers will begin publishing the area code + telephone number in the directories for everyone in the geographic region of the 310 and 424 area codes. Check with your telecommunications service provider to find out how to obtain the updated directory. It is important to tell people your area code + telephone number so there is no confusion as to which area code you have. When getting a number from someone, be sure to get the area code + telephone number.
31. What other communications services/devices might be affected by the area code overlay?
- Alarm services
 - Coin-operated telephones
 - Private Branch Exchanges (PBXs)
 - Communications services/devices programmed with just seven digits lists